

the outage based on the measured service usage amounts and normal service usage amounts being substantially equal.

76. The computer readable media of claim 70 comprising program code that, when executed by a programmable microprocessor, causes the programmable microprocessor to execute a method for quantifying the effect of an outage in a service, the method comprising:

measuring service usage amounts during a third period following the second period;

comparing the measured third period service usage amounts to normal uage amounts measured under similar conditions for a similar period of time; and

determining a long term effect on the service due to the service outage based on the comparison.

77. Computer readable media comprising program code that, when executed by a programmable microprocessor, causes the programmable microprocessor to execute a method for predicting a cost of an outage of a service, the method comprising:

measuring time duration for and service usage during the outage;

comparing the measured usage amounts to normal usage amounts measured under similar service conditions for s similar period of time where no service outage occurs, to thereby determine a usage loss amount; and

computing a predicted cost of the outage based at least upon a cost component. the cost component comprising a function of the measured time of the outage and measured usage loss amount.

#### **IN THE SPECIFICATION**

At page 1, line 11, after "09/476,846" please insert --, now pending,--.